

Telephone Etiquette

1. Answer all incoming calls before the fourth ring.
2. Speak slowly and clearly, identify yourself and your department/school, be warm and courteous. Smile through the phone.
3. Take telephone messages completely and accurately.
4. USE ASAP – apologize, sympathize, accept responsibility, be prepared/willing to help.
5. Ask clarifying questions throughout the call.
6. Answer/acknowledge all voice messages within 1 business day.
7. Ask the caller if you can place them on hold/transfer prior to doing so.
8. Forward phones to ensure a live person is reached – as determined by departmental need.
9. Change voicemail greeting to let callers know if you are away for 4 hours or longer, include date/time when you will be returning messages.